



Certificate of Registration

This certificate has been awarded to

ELYSION IMPROVING DMCC

Unit 1401-05, Swiss Tower, Cluster Y, 14th Floor, Dubai Jumeirah Lakes Towers,
Dubai, United Arab Emirates

in recognition of the organization's Customer Satisfaction & Complaint Handling System according to ISO 10001:2018 & ISO 10003:2018 which complies with Management System for Service Provision which complies with

ISO 10002:2018

The scope of activities covered by this certificate is defined below

Customer Complaint Handling and Customer Satisfaction Activities for Health Care Management and Consultancy Services

Certificate Number **127574/C/0001/NA/En**

A certificate number of 0001, confirms the Client has a single site Certified & this site is their Head Office or Main site in relation to the Certified scope with URS. A certificate number of 0002, or greater (eg: xxxx/B/D 002/UK/En) refers to a client that has more than one site certified with URS, as such, the following statement shall apply - 'The validity of this certificate depends on the validity of the main certificate.'

Date of Issue of Certification Cycle	Issue Number	Certificate Expiry Date	Certification Cycle
03 October 2023	1	02 October 2026	1
Revision Date	Revision Number	Original Certificate Issue Date	Scheme Number
03 October 2023	0	03 October 2023	n/a

For detailed explanation for the data fields above, refer to <http://www.urs-holdings.com/logos-and-regulations>

Issued by

Mukesh Singhal - On behalf of the Schemes Manager

